

WHAT IS CLAIMED IS:

1. A method of providing information for events associated with an operation of a payment media handling apparatus, the method comprising:
  - determining that a payment media handling operation event has occurred during the operation of the payment media handling apparatus;
  - informing a responsible party of the payment media handling operation event; and
  - providing a set of instructions to the responsible party on possible action steps to resolve the payment media handling operation event, wherein the set of instructions comprises at least an audio and visual message.
2. The method of claim 1, wherein the payment media handling operation event comprises at least one of a payment media handling apparatus error, a payment media handling apparatus electronic coupling event, a payment media handling apparatus operation question and a payment media processing event.
3. The method of claim 1, wherein the set of instructions further comprises one or more of a visual message, an audio message and a text message.
4. The method of claim 2, wherein the payment media handling apparatus error comprises at least one of a payment media note jam, a payment media coin jam, a payment media note misfeed, a payment media coin misfeed, a payment media note double feed, an unauthorized payment media activity and a fraudulent payment media activity.
5. The method of claim 2, wherein the payment media handling apparatus electronic coupling event comprises an event which identifies that the payment media handling apparatus is coupled to another electronic device.
6. The method of claim 2, wherein the payment media processing event comprises one or more events associated with performance of a payment media operation.
7. The method of claim 6, wherein the payment media operation includes at least one of a payment media acceptance operation, a start fund operation, a payment media change dispensing operation, a payment media advance operation and a payment media bank deposit operation.
8. The method of claim 1, wherein the responsible party includes at least one of a payment media handling apparatus user, a supervisory entity in the retail store, a supervisory entity not physically located in the retail store, a payment media handling apparatus repair representative, a security representative and a law enforcement official.

9. The method of claim 1, wherein the audio and visual message comprises at least one of a computer slide presentation and a video presentation.

10. The method of claim 1, further comprising prompting the responsible party, prior to the providing step, whether it wants to receive the set of instructions.

11. The method of claim 1, wherein the step of determining that the payment media handling operation event has occurred comprises performing at least one of a payment media handling apparatus self-diagnostic action and a payment media handling apparatus self-correcting action.

12. A machine-readable storage medium that provides instructions for providing information for events associated with an operation of a payment media handling apparatus, the instructions, when executed by a processor, cause the processor to perform operations comprising:

determining that a payment media handling operation event has occurred during the operation of the payment media handling apparatus;

informing a responsible party of the payment media handling operation event; and

providing a set of instructions to the responsible party on possible action steps to resolve the payment media handling operation event,

wherein the set of instructions comprises at least an audio and visual message.

13. The machine-readable storage medium of claim 12, wherein the set of instructions further comprises one or more of a visual message, an audio message and a text message.

14. The machine-readable storage medium of claim 12, wherein the responsible party includes at least one of a payment media handling apparatus user, a supervisory entity in the retail store, a supervisory entity not physically located in the retail store, a payment media handling apparatus repair representative, a security representative and a law enforcement official.

15. The machine-readable storage medium of claim 12, wherein the payment media handling operation event comprises at least one of a payment media handling apparatus error, a payment media handling apparatus electronic coupling event, a payment media handling apparatus operation question and a payment media processing event.

16. The machine-readable storage medium of claim 15, wherein the payment media handling apparatus error comprises at least one of a payment media note jam, a

payment media coin jam, a payment media note misfeed, a payment media note double feed, an unauthorized payment media activity and a fraudulent payment media activity.

17. The machine-readable storage medium of claim 15, wherein the payment media handling apparatus electronic coupling event comprises an event which identifies that the payment media handling apparatus is coupled to another electronic device.

18. The machine-readable storage medium of claim 15, wherein the payment media processing event comprises one or more events associated with performance of a payment media operation.

19. The machine-readable storage medium of claim 12, wherein the audio and visual message comprises at least one of a computer slide presentation and a video presentation.

20. A system for providing information for events associated with an operation of a payment media handling apparatus, the system comprising:

an output device; and

a controller, coupled to the output device, and that:

determines that a payment media handling operation event has occurred during the operation of the payment media handling apparatus;

informs a responsible party of the payment media handling operation event; and

provides a set of instructions to the responsible party on possible action steps to resolve payment media handling operation event, the set of instructions provided via the output device,

wherein the set of instructions comprises at least an audio and visual message.

21. The system of claim 20, wherein the set of instructions further comprises one or more of a visual message, an audio message and a text message.

22. The system of claim 20, wherein the responsible party includes at least one of a payment media handling apparatus user, a supervisory entity in the retail store, a supervisory entity not physically located in the retail store, a payment media handling apparatus repair representative, a security representative and a law enforcement official.

23. The system of claim 20, wherein the payment media handling operation event comprises at least one of a payment media handling apparatus error, a payment media handling apparatus electronic coupling event, a payment media handling apparatus operation question and a payment media processing event.

24. The system of claim 23, wherein the payment media handling apparatus error comprises at least one of a payment media note jam, a payment media coin jam, a payment media note misfeed, a payment media note double feed, an unauthorized payment media activity and a fraudulent payment media activity.

25. The system of claim 23, wherein the payment media handling apparatus electronic coupling event comprises an event which identifies that the payment media handling apparatus is coupled to another electronic device.

26. The system of claim 23, wherein the payment media processing event comprises one or more events associated with performance of a payment media operation.

27. The system of claim 20, wherein the audio and visual message comprises at least one of a computer slide presentation and a video presentation.

28. The system of claim 20, wherein the output device is a user interface coupled to the controller of the payment media handling apparatus.

29. The system of claim 28, wherein the user interface comprises a touch screen.

30. The system of claim 20, wherein the payment media handling apparatus comprises at least one of a payment media dispensing device, a payment media acceptance device, a payment media recycling device, a payment media deposit processing device, a payment media capacity determining device and a retail store timing event device.

31. The system of claim 30, wherein the payment media dispensing device, the payment media acceptance device, the payment media recycling device, the payment media deposit processing device, the payment media capacity measuring device and the retail store timing event device are included in a single housing.

32. The system of claim 20, wherein the controller further creates an event log file that includes at least one of the payment media handling operation event type, the one or more action steps performed to resolve the payment media handling operation event, the responsible party instructed to perform the action steps, the responsible party that performed the action steps, a time of day, a transaction value for the event, payment media handling apparatus information, till information.

33. The system of claim 32, wherein the event log file is stored in the payment media handling apparatus or remotely from the payment media handling apparatus.